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To: DM's, KAM's, RM's, AM's
Subject: 1997 Standards

Ladies and Gentlemen.

To assist in preparing for the October 29, 1996 '97 planning meeting, the following tentative standards have been set for the Region for 1997:

Criteria		**Standard**
SR	Coverage/Frequency	100% / ~~70%~~ 90%
RR	Coverage/Frequency	100% / ~~90%~~ 95%
SR	CPD	9.5
RR	CPD	7.5

DM's and RM's should establish standards based on their operating units potential and be prepared to discuss at the meeting.

Also, please be prepared to discuss the following guidelines relative to manpower deployment in low volume calls for 1997:

- 75-99 CPW calls should only have one resource supporting the call (SR or RR). Maximum frequency would be monthly.
- 0-74 CPW calls will not receive support in 1997.

Sincerely,

Fray
F. V. Natale

cc: Bill Roth
Stephen MacLeod

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